



TORQ Analysis of Cost Estimators to Insurance Policy Processing Clerks

INPUT SECTION:

Transfer	Title	O* NET	Filters		
From Title:	Cost Estimators	13-1051.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Insurance Policy Processing Clerks	43-9041.02	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

OUTPUT SECTION:

Grand TORQ:

91

Ability TORQ				Skills TORQ				Knowledge TORQ			
Level			96	Level			91	Level			84
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Finger Dexterity	30	5	50	No Skills Upgrade Required!				Clerical	82	26	84
								Customer and Personal Service	74	23	86

LEVEL and IMPT (IMPORTANCE) refer to the Target Insurance Policy Processing Clerks. GAP refers to level difference between Cost Estimators and Insurance Policy Processing Clerks.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Cost Estimators	Insurance Policy Processing Clerks	Importance
Written Comprehension	64	55	81
Information Ordering	60	50	72
Written Expression	57	50	68
Problem Sensitivity	50	48	68
Near Vision	66	62	68
Speech Clarity	48	42	68
Oral Comprehension	67	50	65
Oral Expression	67	57	65
Speech Recognition	48	48	65
Deductive Reasoning	60	53	59



Inductive Reasoning	59		48		56
Selective Attention	37		37		56
Category Flexibility	53		42		50
Finger Dexterity	25		30		50
Skill Level Comparison - Abilities with importance scores over 69					
Description	Cost Estimators		Insurance Policy Processing Clerks		Importance
Active Listening	73		53		80
Speaking	61		51		77
Reading Comprehension	70		59		70
Critical Thinking	66		63		70
Knowledge Level Comparison - Knowledge with importance scores over 69					
Description	Cost Estimators		Insurance Policy Processing Clerks		Importance
Customer and Personal Service	51		74		86
Clerical	56		82		84

Experience & Education Comparison					
Related Work Experience Comparison			Required Education Level Comparison		
Description	Cost Estimators	Insurance Policy Processing Clerks	Description	Cost Estimators	Insurance Policy Processing Clerks
10+ years	8%	0%	Doctoral	0%	0%
8-10 years	4%	0%	Professional Degree	0%	0%
6-8 years	9%	0%	Post-Masters Cert	0%	0%
4-6 years	4%	5%	Master's Degree	12%	0%
2-4 years	15%	7%	Post-Bachelor Cert	0%	0%
1-2 years	8%	46%	Bachelors	19%	0%
6-12 months	27%	16%	AA or Equiv	8%	15%
3-6 months	11%	9%	Some College	10%	12%
1-3 months	4%	3%	Post-Secondary Certificate	9%	11%
0-1 month	0%	0%	High Scool Diploma or GED	40%	61%
None	4%	10%	No HSD or GED	0%	0%
Cost Estimators			Insurance Policy Processing Clerks		
Most Common Educational/Training Requirement:					
Work experience in a related occupation			Moderate-term on-the-job training		
Job Zone Comparison					
4 - Job Zone Four: Considerable Preparation Needed			2 - Job Zone Two: Some Preparation Needed		



A minimum of two to four years of work-related skill, knowledge, or experience is needed for these occupations. For example, an accountant must complete four years of college and work for several years in accounting to be considered qualified.

Most of these occupations require a four - year bachelor's degree, but some do not.

Employees in these occupations usually need several years of work-related experience, on-the-job training, and/or vocational training.

Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.

These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.

Employees in these occupations need anywhere from a few months to one year of working with experienced employees.

Tasks

Cost Estimators

Core Tasks

Generalized Work Activities:

- Communicating with Persons Outside Organization - Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
- Scheduling Work and Activities - Scheduling events, programs, and activities, as well as the work of others.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.

Specific Tasks

Occupation Specific Tasks:

- Analyze blueprints and other documentation to prepare time, cost, materials, and labor estimates.
- Assess cost effectiveness of products, projects or services, tracking actual costs relative to bids as the project develops.
- Conduct special studies to develop and establish standard hour and related cost data or to effect cost reduction.
- Confer with engineers, architects, owners, contractors and subcontractors on changes and adjustments to cost estimates.
- Consult with clients, vendors, personnel in other departments or construction

Insurance Policy Processing Clerks

Core Tasks

Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Evaluating Information to Determine Compliance with Standards - Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.

Specific Tasks

Occupation Specific Tasks:

- Apply insurance rating systems.
- Calculate amount of claim.
- Contact insured or other involved persons to obtain missing information.
- Organize and work with detailed office or warehouse records, using computers to enter, access, search and retrieve data.
- Pay small claims.
- Post or attach information to claim file.
- Prepare and review insurance-claim forms and related documents for completeness.
- Provide customer service, such as giving limited instructions on how to proceed with claims or providing referrals to auto



foremen to discuss and formulate estimates and resolve issues.

- Establish and maintain tendering process, and conduct negotiations.
- Prepare and maintain a directory of suppliers, contractors and subcontractors.
- Prepare cost and expenditure statements and other necessary documentation at regular intervals for the duration of the project.
- Prepare estimates for use in selecting vendors or subcontractors.
- Prepare estimates used by management for purposes such as planning, organizing, and scheduling work.
- Review material and labor requirements to decide whether it is more cost-effective to produce or purchase components.
- Set up cost monitoring and reporting systems and procedures.
- Visit site and record information about access, drainage and topography, and availability of services such as water and electricity.

Detailed Tasks

Detailed Work Activities:

- advise clients on financial matters
- analyze budgets
- analyze financial data
- analyze technical data, designs, or preliminary specifications
- bid engineering, construction or extraction projects
- compile data for financial reports
- compute cost estimates of construction or engineering projects
- compute financial data
- confer with vendors
- convert design specifications to cost estimates
- estimate cost for engineering projects
- estimate materials or labor requirements
- estimate production costs
- estimate time needed for project
- estimate time or cost for installation, repair, or construction projects
- evaluate material specifications
- identify supplier with best bid
- interpret maps for architecture, construction, or engineering project
- monitor operational budget
- negotiate business contracts
- prepare cost estimates
- prepare financial reports
- prepare periodic reports comparing budgeted costs to actual costs
- read blueprints

repair facilities or local contractors.

- Review insurance policy to determine coverage.
- Transmit claims for payment or further investigation.

Detailed Tasks

Detailed Work Activities:

- calculate insurance premiums or awards
- code data from records
- distribute correspondence or mail
- examine files or documents to obtain information
- fill out business or government forms
- follow contract, property, or insurance laws
- interview customers
- maintain insurance records
- maintain inventory of office forms
- maintain records, reports, or files
- maintain telephone logs
- obtain information from individuals
- provide customer service
- recommend claim action
- review data on insurance applications or policies
- review insurance policies to determine appropriate coverage
- review records for completeness
- search legal records
- take messages
- transcribe spoken or written information
- type letters or correspondence
- use computers to enter, access or retrieve data

Technology - Examples

Accounting software

- Account management software

Data base user interface and query software

- Data entry software

- Database software

- Microsoft Access

- Policy issuance system software

Document management software

- InSystems Calligo Enterprise

Electronic mail software

- IBM Lotus Notes

- Microsoft Outlook



- read specifications
- understand construction specifications
- understand engineering data or reports
- understand technical operating, service or repair manuals
- use computers to enter, access and retrieve financial data
- use cost benefit analysis techniques
- use spreadsheet software
- use statistical cost estimation methods

Technology - Examples

Accounting software

- Choice Job Cost
- Cost accounting software
- CPR International GeneralCOST Estimator
- Intuit QuickBooks
- National Job Cost software

Analytical or scientific software

- Construction Management Software ProEst
- QSMSLIM
- Resources Calculations Incorporated SoftCost
- WinEstimator WinEst

Data base reporting software

- Business Objects Crystal Reports
- Software AG software

Electronic mail software

- Microsoft Outlook

Financial analysis software

- Cost estimation software
- CPR International Visual Estimator
- IBM Costimator
- Softstar Costar COCOMO II

Project management software

- Assured Software JPP
- Galorath SEER-SEM
- Sage Software Sage Master Builder
- Xactware Xactimate

Spreadsheet software

- Apple AppleWorks

- Novell GroupWise

Financial analysis software

- Insurance rating software

Internet browser software

- Microsoft Internet Explorer

- Web browser software

Office suite software

- Microsoft Office

Presentation software

- Microsoft PowerPoint

Spreadsheet software

- Microsoft Excel
- Spreadsheet software

Word processing software

- Microsoft Word
- Word processing software

Tools - Examples

- 10-key calculators
- Desktop computers
- Dictation machines
- Personal computers



- Corel QuattroPro

- IBM Lotus 1-2-3

- Microsoft Excel

- Spreadsheet software

Word processing software

- Microsoft Word

Tools - Examples

- Desktop computers

- Notebook computers

- Personal computers

- Personal digital assistants PDA

- Scanners

- Tablet computers

Labor Market Comparison

Description	Cost Estimators	Insurance Policy Processing Clerks	Difference
Median Wage	\$ 44,990	\$ 31,380	\$(13,610)
10th Percentile Wage	\$ 30,880	\$ 24,090	\$(6,790)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 58,820	\$ 36,980	\$(21,840)
90th Percentile Wage	\$ 76,320	\$ 42,620	\$(33,700)
Mean Wage	\$ 49,830	\$ 32,190	\$(17,640)
Total Employment - 2007	750	1,810	1,060
Employment Base - 2006	751	1,849	1,098
Projected Employment - 2016	853	1,699	846
Projected Job Growth - 2006-2016	13.6 %	-8.1 %	-21.7 %
Projected Annual Openings - 2006-2016	25	22	-3

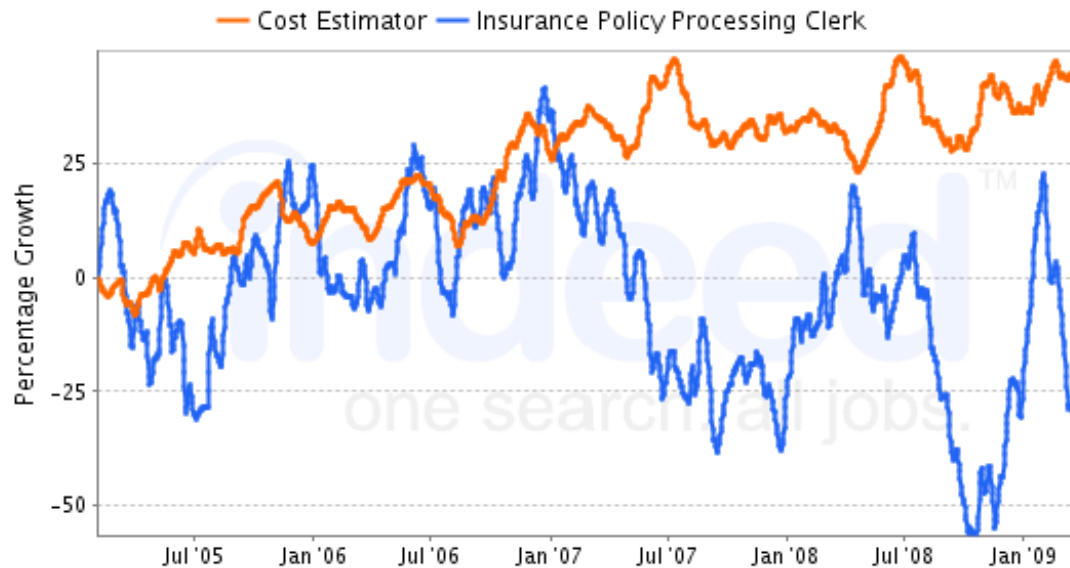
National Job Posting Trends

Trend for Cost Estimators

Trend for
Insurance
Policy
Processing
Clerks



Job Trends from Indeed.com



Data from [Indeed](http://Indeed.com)

Recommended Programs

General Office/Clerical and Typing Services

General Office Occupations and Clerical Services. A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills.

Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu

Maine Statewide Promotion Opportunities for Cost Estimators

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
13-1051.00	Cost Estimators	100	4	750	\$44,990.00	\$0.00	14%	25
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	93	3	920	\$45,210.00	\$220.00	-2%	21
19-3021.00	Market Research Analysts	90	4	200	\$49,960.00	\$4,970.00	3%	2
13-2053.00	Insurance Underwriters	90	3	460	\$56,090.00	\$11,100.00	-1%	12
11-3031.02	Financial Managers, Branch or Department	89	4	2,440	\$67,670.00	\$22,680.00	7%	58
13-2031.00	Budget Analysts	89	4	170	\$57,290.00	\$12,300.00	3%	5



41-1012.00	First-Line Supervisors/Managers of Non-Retail Sales Workers	89	4	930	\$55,220.00	\$10,230.00	-1%	19
41-3031.02	Sales Agents, Financial Services	89	4	0	\$65,230.00	\$20,240.00	5%	33
13-2052.00	Personal Financial Advisors	88	3	360	\$94,100.00	\$49,110.00	10%	13
13-2072.00	Loan Officers	88	3	1,450	\$49,380.00	\$4,390.00	9%	29
11-3011.00	Administrative Services Managers	88	4	1,090	\$56,630.00	\$11,640.00	5%	34
13-2051.00	Financial Analysts	88	4	210	\$71,380.00	\$26,390.00	10%	4
13-2061.00	Financial Examiners	88	4	120	\$55,110.00	\$10,120.00	3%	2
11-2022.00	Sales Managers	88	4	1,310	\$72,720.00	\$27,730.00	3%	32
13-2011.02	Auditors	88	4	3,250	\$48,110.00	\$3,120.00	11%	113

Top Industries for Insurance Policy Processing Clerks

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Insurance agencies and brokerages	524210	27.08%	68,773	70,013	1.80%
Direct insurance (except life, health, and medical) carriers	524120	24.30%	61,718	58,058	-5.93%
Other insurance related activities	524290	8.08%	20,531	22,086	7.58%
Management of companies and enterprises	551100	3.01%	7,656	7,943	3.75%
Insurance and employee benefit funds	525100	1.28%	3,261	3,616	10.91%
State government, excluding education and hospitals	929200	0.94%	2,377	2,100	-11.68%
General medical and surgical hospitals, public and private	622100	0.76%	1,924	1,917	-0.36%
Offices of physicians	621100	0.69%	1,752	1,986	13.39%
Employment services	561300	0.55%	1,403	1,598	13.91%
Office administrative services	561100	0.48%	1,214	1,385	14.11%
Other nondepository credit intermediation, including real estate credit and consumer lending	522290	0.48%	1,226	1,324	7.93%
Depository credit intermediation	522100	0.48%	1,207	1,108	-8.24%
Accounting, tax preparation, bookkeeping, and payroll services	541200	0.37%	934	997	6.74%
Self-employed workers, primary job	000601	0.36%	912	875	-4.12%
Other financial investment activities	523900	0.32%	810	1,027	26.84%

Top Industries for Cost Estimators



Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Nonresidential building construction	236200	9.42%	20,828	25,214	21.06%
Residential building construction	236100	8.88%	19,639	23,893	21.66%
Plumbing, heating, and air-conditioning contractors	238220	7.50%	16,592	20,243	22.00%
Electrical contractors	238210	7.22%	15,964	18,085	13.29%
Other specialty trade contractors	238900	5.27%	11,641	13,900	19.41%
Automotive body, paint, interior, and glass repair	811120	3.78%	8,358	10,543	26.14%
Drywall and insulation contractors	238310	3.11%	6,882	7,931	15.24%
Printing and related support activities	323100	2.68%	5,921	5,068	-14.40%
Architectural and structural metals manufacturing	332300	2.56%	5,662	6,533	15.39%
Roofing contractors	238160	2.41%	5,338	6,735	26.16%
Highway, street, and bridge construction	237300	2.38%	5,266	6,125	16.32%
Painting and wall covering contractors	238320	2.03%	4,489	5,397	20.22%
Building material and supplies dealers	444100	1.92%	4,252	5,870	38.06%
Automobile dealers	441100	1.49%	3,290	4,032	22.56%
Poured concrete foundation and structure contractors	238110	1.46%	3,228	3,932	21.79%